

Dear Columbia Gas customer:

Important Changes to Your Natural Gas Service

The Public Utilities Commission of Ohio (PUCO) has approved some important changes to your gas service. These changes allow us to address safety issues, provide even better service and lessen the burden of unexpected repair bills for customers.

Customer Service Line Maintenance

Columbia Gas customers will be free from worries about receiving a big, unexpected bill for fixing a hazardous leak on their customer service line (*that's the line from our gas main at the curb to your gas meter*). A decision by the PUCO on April 9 makes Columbia responsible for repairing hazardous leaks on the customer service line. This will help us maintain the safe and reliable service you have come to depend on. If you have questions about customer service line repairs performed since April 9, please call us at 1-800-344-4077.

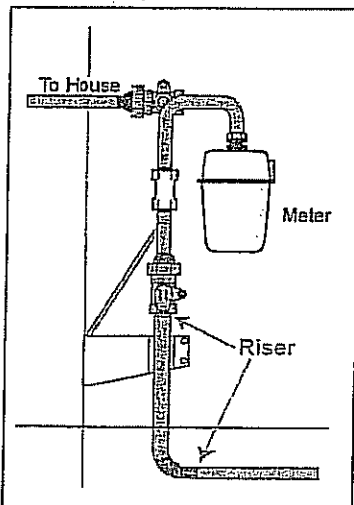
You are still responsible for maintaining house lines (*the line from the gas meter into and throughout your home or building*), as well as gas appliances and relocation of the service line. Customers should contact a qualified plumber to complete this work.

Only Columbia or its representative may repair hazardous leaks on the customer service line, the line from our main to the gas meter.

If you have service line warranty coverage, you may want to review your contract and contact the warranty provider to discuss your coverage.

Riser Safety Program Update

As you may know, Columbia's program to replace all risers considered prone to leakage is moving forward. (*A riser connects the underground portion of the customer service line to the meter. As a safety measure, the PUCO has requested the replacement of some risers.*) All customers with these risers have been notified and replacement is underway.



Columbia crews have inspected every customer's riser over the last year, to identify it and check for leaks. Any leaking riser was addressed immediately.

Replacement process

- Affected customers will be notified in advance when their riser is scheduled to be replaced.
- Gas will be shut off during repairs.
- We will need inside access to the home or building to inspect and test (as required by law). If no one is home when we complete work, our crew will leave a phone number the customer can call to have service restored.

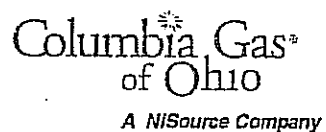
—OVER FOR MORE DETAILS—

- Some customers whose riser is to be replaced as part of the Riser Safety Program may decide to have the work done earlier. There are steps customers must take before having a qualified plumber make the replacement, as well as limits on reimbursement. Customers should contact Columbia before arranging to have any work done.

Please Remember...

Call us if you smell gas, indoors or outdoors. Leave the building (if indoors), go to a safe place, and call us at 1-800-344-4077 as well as your local fire or police department.

Call before you dig. State law requires that you call the Ohio Utilities Protection Service at 1-800-362-2764 at least 48 hours before digging for any landscaping or construction project. If you damage a gas line while digging, you endanger your safety and the safety of others. You may also be responsible for the cost of repairs.



For More Information
Visit www.ColumbiaGasOhio.com